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Delays for mental health patients: developing mental health toolkit to support systems with their improvements

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Introduction

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- Tasked to understand demand and extent of 12- hour breaches attributed to mental health
- Developing a 4 module toolkit to support intelligence & improvements in mental health pathways
- Flow guidance – keeping it simple

Module 1- Providing intelligence

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Ability for you to probe, benchmark and make hypothesis

STP data pack will exist for all areas including:

- Length of stay
- Out of area placements
- CRHT delivery of core functions
- CQC community mental health rating

Questions for liaison services

- What makes a good liaison service?
- Impact on core mental health services

Module 2- Understanding local demand & opportunities for improvement

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Site deep dives to gain a greater understanding

Audit tool developed and being tested nationally to determine the demand & opportunities for prevention and demand management

Early findings:

- Valued by systems, creating single version of the truth
- Rising level of MH presentations to EDs
- Low levels of coding to understand demand & drive planning of prevention and workforce skill mix
- High Rates of 4 and 12 hour breaches due to MH delays
- Major problems in flows through ED

Module 3- flow kit guidance

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Themes captured translated into guidance to support

- Frequent attenders – Street triage, SIM
- Identifying bed/services
- Mental Health Act Assessments
- Patients under the influence of substances

Module 4- QI improvement techniques & expert facilitation

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- ECIP support (facilitated audit, walk through, facilitated workshop and report)
- Local task & finish groups
- PDSA & QI
- Case studies
- Translating and testing Red2Green in mental health
  - Developing rapid improvement guide, case studies and videos

Would you like to get involved, help test to make this tools really useful?

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